



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **STAFF SERVICES ANALYST (GENERAL)**

**\$2,817 - \$4,446**

**COMMUNITY PROGRAMS BRANCH**

**OMBUDSMAN OFFICE**

**SACRAMENTO**

### **RESPONSIBILITIES:**

The California Department of Insurance (CDI) seeks an energetic, motivated candidate for the position of Staff Services Analyst (General). Under the direction of the Ombudsman the incumbent will provide the analytical support and assistance necessary for execution of the established objectives of the Ombudsman, specializing in consumer-related assistance. Assist in general operations of the Ombudsman Unit while assisting in the resolution of customer complaints; Assist Ombudsman with data flow and input; handle all incoming mail and faxed consumer request. Track and complete all Governors requests. Track and analyze date data and assistance speed for Ombudsman annual report. Identify research and develop innovative solutions seeking to improve the Department of Insurance's level of service provided to California's insurance consumers, including the formation and coordination of new and existing CDI-wide programs and projects as directed by the Ombudsman.

### **DESIRABLE QUALIFICATIONS:**

- Demonstrated ability in public service; community relations, constituent casework and interacting with the public
- Ability to read and interpret CA statutes
- Must communicate effectively, both orally and in writing
- Excellent public relations and communication skills
- Ability to maintain a courteous and professional demeanor at all times
- Ability to exercise sound judgment and diplomacy in dealing with sensitive and confidential assignments
- Ability to gather and analyze data; reason logically, draw valid conclusions and make appropriate recommendations
- Technical proficiency and the ability to create professional work products utilizing computer applications such as Microsoft Word, Outlook, Excel, Access, and Sharepoint
- Knowledge of research techniques
- Strong interpersonal and organization skills
- Dependable and flexible to work with minimum of supervision

### **WHO MAY APPLY:**

Applications will be accepted from current State employees at the Staff Services Analyst level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

### **APPLICATION PROCEDURE:**

Send a completed standard State of California application to Nicole Terrell, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Please indicate "Staff Services Analyst #413-181-5157-002" on the State application.** For additional information, please contact (916) 492-3316 or [nicole.terrell@insurance.ca.gov](mailto:nicole.terrell@insurance.ca.gov).

**FINAL FILING DATE:**      **Friday, June 21, 2013 by 5:00pm, Close of Business**

**NOTE:**    Interested Individuals, including list eligibles, must submit applications in order to be

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**DO NOT SUBMIT APPLICATIONS TO CalHR**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

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considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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